



UNICOR CONTACT CENTERS **Your Direct Line.**

Let us be your direct line for success!

We call it "*smart-sourcing*." Why send work offshore when we can provide contact center support at highly competitive rates, right here in the USA.

Inbound Directory Assistance:

Our DA operations employ hundreds of workers. We're open 7 days a week and handle all manner of Directory Assistance calls.

We rival the best! In fact, our Call Handling Time (CHT); Abandon Rate; Average Speed of Answer (ASA); all meet or beat industry standards.

Outbound B2B:

Our outbound Business-to-Business centers have performed data scrubbing, lead generation and profiling for some of the top companies in America.

Smart-Sourcing Benefits

Count on us to handle your high volume, first-tier customer support functions, so that your staff can focus on the more complex, high-value functions.

- Skilled agents
- Low labor rates
- Native English and Spanish
- High security
- Nation-wide coverage

Up to Date and Up to the Task

Our expertise lies in voice-based services to provide order capture and order entry to the manufacturing, information technology and communications sectors. We also offer voice-based inbound customer and technical support services. Here are just a few of our capabilities.

- Credit card transactions via Interactive Voice Response (IVR)
- Computer Telephone Interaction (CTI) Fulfillment
- Order Taking services Help Desk services
- Vacation /Travel industry sales

Let's face it. Outsourcing offshore can be a hassle. There are language barriers, monetary exchange rate concerns, time zone differences, etc. And to visit your offshore operations may require a transoceanic flight!

So let us help your business succeed! You'll enjoy all the benefits of a domestic operation, with cost savings that rival off-shore outsourcing.

Be sure to visit us at unicor.gov for more information

